

Overview of Monthly Activity

The Bureau received 151 (98 were received electronically) complaints during the month of January 2016.

149 (98 electronic) complaints were closed

1 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

36 were dismissed for no violation

10 were referred back to the DOC

101 complaints were investigated

11 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

14 (14 electronic) complaints were substantiated (see below)

87 were unsubstantiated due to no violation of policy and/or procedure existing

10 complaints remain open (1 from November and 9 from January)

The Bureau also corresponded with another 83 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Correctional Industrial Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complained that he should be awarded back pay because he had a conduct report dismissed.
Basis for Claim	02-04-101 Adult Offender Disciplinary Code
Investigative Summary	The Bureau contacted Delana Ritchie, Assistant Superintendent at the facility.
Outcome	The offender was awarded back pay.

Follow-up No follow-up necessary as the offender has been given his back pay.

2. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he was supposed to have a bottom bunk pass due to his health condition, but he was currently located on a top bunk.

Basis for Claim HCSD 2.12 Treatment Planning

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director

Outcome Medical reviewed the matter and it had been charted that he would receive a bottom bunk pass, but not given to custody. Custody was notified and he was moved to a bottom bunk.

Follow-up No follow-up is necessary as the offender is now located on a bottom bunk.

3. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he was supposed to have a procedure done on his back. He had been complaining for over six months and had been told that he would be getting the procedure 2-3 months prior.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender received the needed procedure.

Follow-up No follow-up necessary, as the offender has received further care.

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has had an itchy rash all over his body for at least three months. He was given scabies treatment, but it is not working.
Basis for Claim	HCS D 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was further evaluated and the doctor determined that the offender was allergic to his detergent, thus laundry was notified.
Follow-up	No follow-up necessary as the offender has been treated and evaluated.

5. New Castle Correctional Facility

Complain Type	Medical Care
Complaint Summary	The offender complained that he has missed fifteen doses of Amitriptyline.
Basis for Claim	HCS D 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender received the medication. The facility reviewed its procedures for renewal of FERs.
Follow-up	No follow-up necessary, as the offender has received the care needed and the facility has updated their processes.

6. New Castle Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that it had been six days since he had received his mental health medication.
Basis for Claim	HCS D 2.17 Medication Management

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender received the medication. The facility further reviewed their process. The medication was discontinued when parole medications were ordered and a new NFR needed to be sent. This error was corrected and clarified with Pharmacorr.
Follow-up	No follow up necessary as the offender has received the medication.

7. Pendleton Correctional Facility

Complaint Type	Confinement Conditions
Complaint Summary	The offender claims that he's attempted to file a grievance and spoke with officers, but the housing unit is still cold.
Basis for Claim	04-02-103 Energy Conservation & Waste Reduction
Investigative Summary	The Bureau contacted Penny Eden at the facility.
Outcome	Problems are addressed as reported. The heat could not be fixed in the offender's location, thus he was moved to another.
Follow-up	No follow-up necessary as the offender has been moved.

8. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains of a rash for which he was supposed to receive medication, but he has not received it.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The medicine had been ordered and the facility had received it, but had not given it to the offender when they received it.
Outcome	The offender received the medication needed.
Follow-up	No follow-up is necessary as the offender has received the medication.

9. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had been seen and told that he would be receiving further care over a month prior, but still had not received any further care.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The facility reviewed why he had not been referred to the provider and reviewed the matter with the nurse that saw him.
Outcome	He was seen and medication was ordered and given to him.
Follow-up	No follow-up is necessary as the offender has been seen and has his medication.

10. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had broken his finger over two weeks ago, but had just received an x-ray the day before and had not been seen by the provider.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen and evaluated further.
Follow-up	No follow-up is necessary as the offender has received the care needed.

11. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has had a rash untreated for at least six months.
Basis for Claim	HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was seen and treated further.

Follow-up No follow-up is necessary as the matter was resolved.

12. Rockville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that she has a rare autoimmune neuromuscular disease associated with Graves disease, but is not receiving the medication that she needs for it.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The offender was seen by the provider, but the prescription was not continued as it should have been.

Outcome The medication was reordered and the offender received it.

Follow-up No follow-up is necessary as the offender has received the medication needed.

13. Westville Correctional Facility (5 complaints)

Complaint Type Confinement Conditions

Complaint Summary The offender complained that the temperature in the dorm was cool.

Basis for Claim 04-02-103 Energy Conservation and Waste Reduction

Investigative Summary The Bureau contacted Dave Leonard at the facility. Upon inspection in the dorm, an officer discovered that the outside air vent was stuck open causing lower than usual temperatures.

Outcome The air vent was fixed.

Follow-up No follow-up is necessary as the temperature in the dorm was reported to be back within an acceptable range.

14. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had stitches in his hand that needed care.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender received further care.
Follow-up	No follow-up is necessary as the offender has received care for the stitches.

Assists**1. Correctional Industrial Facility**

Complaint Type	Personal Property
Complaint Summary	The offender complained he had not received his property box since arriving at the facility over three months prior. He also complained that the jumpsuits that he was issued were torn.
Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Delana Ritchie, Assistant Superintendent at the facility.
Outcome	The offender was given a property box and clothing exchange.
Follow-up	No follow-up is necessary as the offender has received the property.

2. Heritage Trail Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complained that the restroom had mold and mildew in it.
Basis for Claim	02-01-101 Offender Personal Property

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The restrooms were inspected and cleaned.

Follow-up No follow-up necessary, as the restrooms have been cleaned.

3. Heritage Trail Correctional Facility

Complaint Type Personal Property

Complaint Summary The offender had been transferred out of Heritage Trail over three months ago, but had not received his trust fund money.

Basis for Claim 04-101-104 Inmate Trust Fund

Investigative Summary The Bureau contacted Dan Leflore, Assistant Superintendent at Heritage Trail Correctional Facility.

Outcome The facility further spoke with the offender and the check was sent to the offender's current facility.

Follow-up No follow-up necessary as the offender has received the check.

4. Miami Correctional Facility

Complaint Type Clothing

Complaint Summary The offender complained that it had been two weeks since he had a clothing exchange and he's sent multiple requests to his counselor, but has not received a response. The shirts he received are too small, so he is asking for shirts that fit.

Basis for Claim 02-01-104 Offender Grooming, Clothing & Hygiene

Investigative Summary The Bureau contacted Angela Heishman, Administrative Assistant at the facility.

Outcome The offender's shirts were exchanged for ones that fit properly.

Follow-up No follow-up is necessary as the offender has received his shirts.

5. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complained that he has very bad diabetic nerve pain in his feet.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was given medication to help with the diabetic nerve pain.
Follow-up	No follow-up is necessary as the offender has received his medication.

6. Miami Correctional Facility

Complaint Type	Visitation
Complaint Summary	The offender complained that his Mother is trying to get approved to get on his list, but has been denied saying that she is listed on someone else's list.
Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted Angela Heishman, Administrative Assistant at the facility.
Outcome	The offender's Mother was reviewed further and found not to be on anyone else's list. Her status was changed to pending.
Follow-up	No follow-up is necessary as the offender's mother is now approved for visitation.

7. New Castle Correctional Facility (6 complaints)

Complaint Type	Confinement Conditions
Complaint Summary	The offenders complained that it was extremely cold in their dorm and the heat had been broken for at least six days.
Basis for Claim	04-02-103 Energy Conservation and Waste Reduction
Investigative Summary	The Bureau contacted Dave Uberto, Assistant Superintendent at the facility.

Outcome A work order was submitted. The temperatures were only 2-3 degrees lower than normal until the repairs were made.

Follow-up No follow-up is necessary as the heat was fixed. I personally toured the area and the unit had heat and was comfortable.

8. Plainfield Correctional Facility

Complaint Type Clothing

Complaint Summary The offender complained that he was in need of hygiene and shower shoes because he is indigent.

Basis for Claim 02-01-104 Offender Grooming, Clothing & Hygiene

Investigative Summary The Bureau contacted Dave Uberto, Assistant Superintendent at the facility.

Outcome The offender was given shower shoes and a hygiene kit.

Follow-up No follow-up is necessary as the offender has received the property.

9. Plainfield Correctional Facility

Complaint Type Dental

Complaint Summary The offender complained that he went to the dentist and was told that nothing could be done for a tooth that had been throbbing and had the root exposed.

Basis for Claim Dental Services Manual

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director

Outcome The offender was seen and treated.

Follow-up No follow-up is necessary as the offender has received the care needed.

10. Plainfield Correctional Facility

Complaint Type Officer Misbehavior

Complaint Summary	The offender complained that he had been stripped searched in an area in front of the dorm that was not private.
Basis for Claim	02-03-101 Searches & Shakedowns - Restricted
Investigative Summary	The Bureau contacted Ron Gaskin, Office of Investigations at the facility.
Outcome	The video was reviewed and the offender was strip searched in an area between bunks with an officer standing blocking the view. In the video it showed approximately four other offenders that could have possibly seen him.
Follow-up	No follow- up necessary as the issue has been addressed with staff.

11. Westville Correctional Facility

Complaint Type	Housing
Complaint Summary	The offender complained that his Bunkie urinates all over him from the top bunk.
Basis for Claim	02-01-104 Offender Grooming, Clothing & Hygiene
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director
Outcome	The offender was moved to a new housing location.
Follow-up	No follow-up is necessary as the offender has been moved.